

Statement of Purpose

In accordance with the Requirements of
The Health and Social Care Act 2008
(Regulated Activities) Regulations 2014

For Registration with the Health Inspectorate Wales
{Individual}

Isca Dental Practice

Full Name of Registered Provider:
(or names of all partners)

Dr Justin Roberts

Full Address of Registered Provider:

Isca Dental Practice, Cadoc House, High Street, Caerleon,
NP18 1AZ

Telephone:

01633 430155

Email Address:

info@iscadental.co.uk

Health Inspectorate Wales Provider ID:
(if known)

Provider is:

(Delete as appropriate)

Name of all Partners:

(If appropriate)

An individual

Location of Service Provision:

(If different from above)

Telephone

Email Address

Health Inspectorate Wales Provider ID:
(If known)

The Registered Manager at this location
is:-

Name:

Donna Garrett

Telephone:

01633 430155

Email Address:

info@iscadental.co.uk

The Regulated Activity at the above locations is: Primary Dental Care (DEN)

Regulated Services Provided

The regulated activities provided comprise:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures

Aims and Objectives

This dental practice consists of dedicated and professional employees. We strive to be acknowledged by our clients, suppliers and regulators as a leader in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

Our Aims [Examples: select/amend or add]

We aim to provide dental care and treatment of consistently good quality for all patients and only to provide services that meet patients' needs and wishes. We aim to make care and treatment as comfortable and convenient as possible.

In addition, we aim:

- To understand and exceed the expectations of our clients
- To both motivate and invest in our team and acknowledge their value
- To encourage all team members to participate in achieving our aims and objectives
- To clearly set and monitor targets in all areas
- To invest in property, equipment and technology and to innovate processes based on a measured business case

Our Objectives

The objectives of the practice are to deliver a service of high standard in line with professional standards:

- To be accountable for individual and team performance
- To support each other in achieving patient expectations
- To maintain the highest professional and ethical standards
- To rapidly respond to the needs of our team and our patients
- To encourage innovation, ambition, enterprise and continuous improvement
- To ensure staff are trained and competent through investment and personal development

This is achieved by offering patients a personal service, integrating the highest quality products with the latest proven techniques and protocols.

Patients are treated with honesty and integrity, in complete confidence and the utmost discretion, in comfortable surroundings, at a reasonable cost.

The practice complies with the requirements of the Advertising Standards Authority and the guidance of the General Dental Council and ensures that any advertisements reflect the true nature of services offered.

Practice Location and Facilities

This practice offers dental services to the whole population which consist of:

- Preventive advice and treatment
- Routine and restorative dental care
- Root canal treatment
- Dental hygiene
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Implants
- Restorative dentistry
- Orthodontic treatments

Staff within the Practice

Name	Qualification	GDC	Position
Dr Justin Roberts	BDS	68927	Principal Dentist
Dr Katherine Richardson	BDS	194495	Associate Dentist
Dr Adrian Binney	BDS MScD FDSRCPS	62626	Implant Surgeon
Donna Garrett	NEBD/ILM	163313	Practice Manager
Jane Griffiths		163817	Assistant Manager
Nicola Southan	NEBD	141255	Dental Nurse
Janine Ley	NEBD	163908	Dental Nurse
Hollie Canham	In Trainng		In Training
Kelly Davies	RDH/RDT	106223	Dental Therapist
Anita Ford	EDH	4101	Hygienist

Facilities within the Premises

- Isca Dental Practice is well located on a main bus route with nearby parking and local amenities
- Our large patient lounge provides a comfortable waiting space
- We have a dedicated children's corner where children can make themselves at home while they wait and play with a selection of books, toys and puzzles
- We have a purpose-built decontamination facility to assure Best Practice standards of infection control
- There is an access ramp and a downstairs surgery to provide easy access for wheelchair users or people with prams or pushchairs
- We employ digital imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety Executive
- We offer visiting specialist services for Implant specialisms

Making an Appointment

- All patients are seen on an appointment basis
- Opening Hours:

8am – 4pm Monday

8am – 6pm Tuesday

8am – 4pm Wednesday

8am – 4pm Thursday

8am – 3pm Friday

Out of hours

Patients may obtain the emergency out of hours contact numbers by calling the practice telephone number during non-working hours.

Cancellations Policy

At least 48 hours' notice is required of a cancellation otherwise a charge may be made (where permitted), which will be based on the circumstances of the patient and at the practice's discretion.

Smoking Policy

In order to provide a safe healthy and smoke-free environment for staff and patients, the establishment is a no smoking area.

Methods of Payment/Credit

All major credit/debit cards are accepted.

Car Parking

There are parking facilities at/near the practice.

Client Centred Care

We care about providing the right treatment for patients/clients, so treatments and procedures are only carried out after fully discussing the pros and cons with the patient.

Consultations

- All consultations are carried out in person with patients/clients, by qualified personnel in the privacy of the consultation/treatment room.
- Records of all consultation and treatments are kept in patients' notes
- At the initial consultation, a medical history will be taken and an outline of the problem the patient presents with. They will be given information on any planned procedure and all alternatives will be discussed, and consent obtained prior to commencement

Patient/Client Records

The details of patients/clients are taken at the initial consultation which also form part of the patient/client records.

Information provided to the Patients/Clients

This practice ensures that information provided to patients/clients and prospective patients and their families/carers is accurate and that any claims made in respect of services are justified. This is in the form of a Patient Information Leaflet.

Treatment of Children

We do provide treatment for children. We will expect minors to be accompanied to the practice by their parents.

Consent

- The practice operates a consent policy which will be issued at the first consultation for the patient to read and understand prior to proceeding with any treatment
- Patients have the right to make their own decisions regarding medical treatment and care. Prior to the commencement of treatment, patients will be required to sign a form of consent
- Consent to treatment must always be given freely and voluntarily by a person capable of making decisions regarding the treatment. Those with a learning disability must be accompanied by a parent or guardian who will sign the consent form on their behalf

Patient Surveys

- The practice will obtain the views of its patients/clients at least once during their course of treatment, and use these to inform the provision of treatment and care of prospective patients
- Patients are notified as to the availability of the survey within the practice's Patient Information Leaflet. The Patient Information Leaflet itself is always readily available to patients/clients and copies are available in the waiting room and reception
- It is the policy of this practice also to carry out regular random patient surveys to seek the views of our patients/clients as to the quality of the treatment and care provided by our personnel
- This also enables the practice to ensure compliance with its quality monitoring policy in line with its standards. These results will be available [in the waiting room] for patients and their families. These will also be issued to the Care Quality Commission as and when requested
- Patients views will be collated into a report by entering the results into a spreadsheet and totals and percentages will be calculated as to the overall performance. Explanation of the totals may also be represented by visual aids such as graphs and charts. The results of the survey will also be made available to staff by way of discussion at regular staff meetings. Guidance as to where and how to access the report will be noted in the minutes of these staff meetings

Privacy and Dignity of Patients

The privacy and dignity of patients are respected at all times. This practice has a policy of patient confidentiality and all information and records are kept safe and confidential. There are facilities for patients to have private conversations with the clinical and reception staff.

Checklist for Consultation

- We will explain the procedure to the patient and give them an opportunity to ask questions.
- We will explain what we are doing at each stage of the procedure
- If a chaperone has been present, we will record the identity of the chaperone in the notes and any other relevant issues or concerns immediately following the consultation

Complaints Procedure

- This practice operates a complaints procedure as part of its dealing with patients' complaints which complies with the Care Quality Commission requirements
- Patients are asked that in the event of any complaint, to speak directly or write to Dr Justin Roberts or Donna Garrett Patients who require further advice regarding the complaints process should direct their enquiry to Donna Garrett who, when applicable, will recommend the services of an independent advocate. A copy of the complaints process is held in the waiting room

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within two working days and aim to have looked into the complaint within 10 working days of the date when it was raised. We shall then be in a position to offer an explanation or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed.

When we look into a complaint, we shall aim to:

- Find out what happened and what, if anything, went wrong
- Make it possible for the complainant to discuss the problem with those concerned
- Identify what we can do to make sure the problem does not happen again
- At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing

Complaining on behalf of someone else

The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required, unless they are incapable (e.g. because of illness) of providing this to allow the complaint to be investigated.

If the complaint is not resolved to the patient's satisfaction, the patient will be advised to write (as appropriate) to:

- General Dental Council,
37 Wimpole Street
London
W1M 8DQ
E-mail: complaints@gdc-uk.org
Tel: 020 7887 3800

NHS Patients.

- Primary and Community Care Division
Aneurin Bevan University Health Board,
Llanarth House
Newbridge Gateway
Bridge Street
Newbridge
NP11 5GH
Tel: 01495 241200

Private Patients.

- Health Inspectorate Wales
Rhydycar Business Park,
Merthyr Tydfil
CF48 1UZ
Telephone: 0300 062 8163

Denplan Patients.

- Simplyhealth Professionals
E-mail: clinicalmediationservice@denplan.co.uk
Tel: 0800 169 7220

Help us to get it right

We constantly try to improve the service we offer, so we will encourage patients/clients to let us know when we have done something well or if there are any suggestions as to how we can do something better.